



Contact Method – 449 unique tickets/out of 1480 transactions in December 2025* (*These stats are out of the total transactions, not unique tickets)

No Data	913	61.7%
chatbot	4	0.3%
DLC Recommendation/ILL form	95	6.4%
email	299	20.2%
in person	13	0.9%
postal mail	45	3%
SMS/text	103	7%
telephone/voicemail	8	0.5%